

USER GUIDE

Kick-start your wellbeing!

We'll help you make small, daily changes to your wellbeing that are focused on the areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.

Download the app.



Have questions? We're here to help.

Check out support.virginpulse.com

Live chat: Monday–Friday, 2 am–9 pm ET

Give us a call: **888-671-9395**

Monday–Friday, 8 am–9 pm ET

Send us an email: support@virginpulse.com

Sign up and get started



Step 1 Visit join.virginpulse.com/SOV or download the app and select **Create Account**.

Follow the progress bar as you complete these easy steps:



Identity



Agree



Create



Finish

Tell us who you are. We'll ask for a few details about you and your Blue Cross and Blue Shield of Vermont Member ID to check your eligibility. Enter your last name exactly as it appears on your ID card. Include suffix, commas or periods, if applicable. Your member number is the last 13 characters of your ID, plus your 2-digit member number. Some of the fields may already be filled.

Legal and privacy. Review and agree to the rules, data collection and privacy policy!

Create your account. Add your email, make a password and give us some additional details to customize your experience.

You're all set. Your account is ready. Click **Take Me There** to sign in.

Step 2 **Connect a device or app** to get credit for your wellbeing activities like steps, nutrition and sleep. We sync with many trackers, such as Apple Watch, Fitbit and MyFitnessPal, just to name a few.

Step 3 **Upload a profile picture.**

Step 4 **Set your interests** to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well and more!

Step 5 **Download the Virgin Pulse mobile app** for iOS or Android. Access your account and track your activity anywhere, anytime. Turn on your notifications to stay motivated and get friendly reminders.



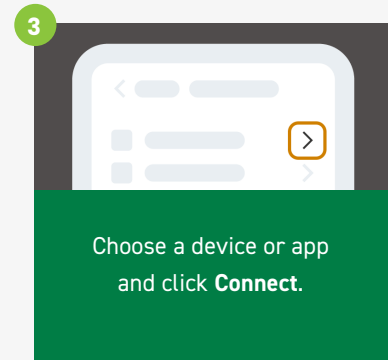
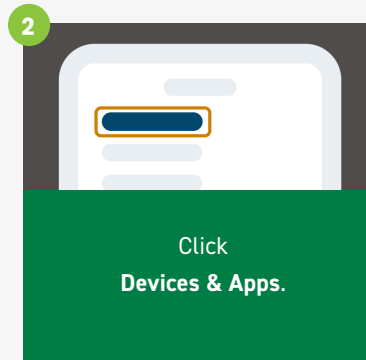
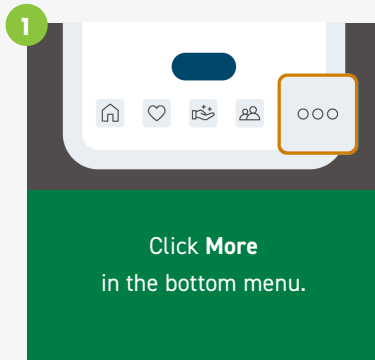
If you plan on getting insurance through the State, please wait to register until your insurance cards arrive. Please contact the LiveWell Team with questions regarding registration, via phone 802-828-7308 or email at thr.livewellvermont@vermont.gov.

If you are an active employee but do not carry health insurance through the State of Vermont as your employer, your member number will be your employee ID number plus SOVA (Example: 12345SOVA).

If you are a State of Vermont Retiree, but do not carry health insurance through the State of Vermont as your past employer, your member number is your person ID number plus SOVR (Example: 987456SOVR). Your person ID can be found on your pension statement or by contacting Retirement by phone at 802-828-2305 or by email at RetirementDivision@vermont.gov.

Connect a device or app

Download the Virgin Pulse app, then follow these easy steps:



Compatible devices and apps

Virgin Pulse supports a variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:



Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place.

Be sure to sign in to your Virgin Pulse app **at least once every 14 days** so your data syncs and counts toward your activity goals. Activity tracking varies by device. Please consult your device instructions to learn more about available tracking features.

Ways to engage

Engage in activities that fit your interests

Learn easy ways to get more active, eat well, and manage life's ups and downs—every day!

Challenges

Rally for a step challenge! Or challenge yourself to start a new healthy habit.

Daily Cards

Every day we'll send you two new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

Friends and Family

Invite up to 10 friends and family members outside of work!

Health Assessment

This short, confidential survey assesses your health across seven factors, from mental health to fitness. You'll receive a personalized report and recommended actions you can take to start improving your wellbeing.

Healthy Habits

Healthy Habits offer you bite-size ways to build a healthy routine and improve your wellbeing. Your Healthy Habits will be customized based on your Health Check results and the interests you set in your profile.

Journeys®

Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

Media Library

The Media Library offers interactive videos led by our team of trainers and coaches on a variety of topics. There's something for everyone.

My Care Checklist

My Care Checklist is a handy healthcare tracker that assists you in managing your health by keeping track of well visits, screenings and vaccinations—all in one place.

Nutrition Guide

Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips and recipes to help you achieve your goals.

Pillars

Get straight to the information that matters to you the most. Pillars make it easy to find content that is important to you and provide quick access to many helpful tools and resources.

Recipes

Get ideas for healthy meals, build a shopping list and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Sleep Guide

What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.

Create a challenge

About challenges:

Personal Challenges

Create a personal step challenge to increase your activity for one, two or five days in a week. Make sure your fitness tracking device or app is connected to your account and start stepping.

Healthy Habit Challenges

You can create a challenge for a Healthy Habit you're currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances and more. Simply track it every day in order to reach your goal.

How to start a challenge:

- **Step 1** From the home page, go to the **Social** tab, select **Challenges** and then select **Create**. Once you're in this section, choose **Personal Challenge** or **Healthy Habit Challenge**.

For Personal Challenges, you'll choose the duration of the challenge and start it up.

For Healthy Habit Challenges, you'll select the habit you want to work on, write a personal message and get it started.

- **Step 2** Now that your challenge is set up, invite others to join! Select **Invite Players**, and you'll have the option to invite from your friends list, search for friends or invite a Group. You can also add an email list of up to 250 people.

Things to explore:

Chat

If you invited others to join your challenge, connect and share images or tips on how to build habits and stay active via the challenge Chat feature.



Leaderboard

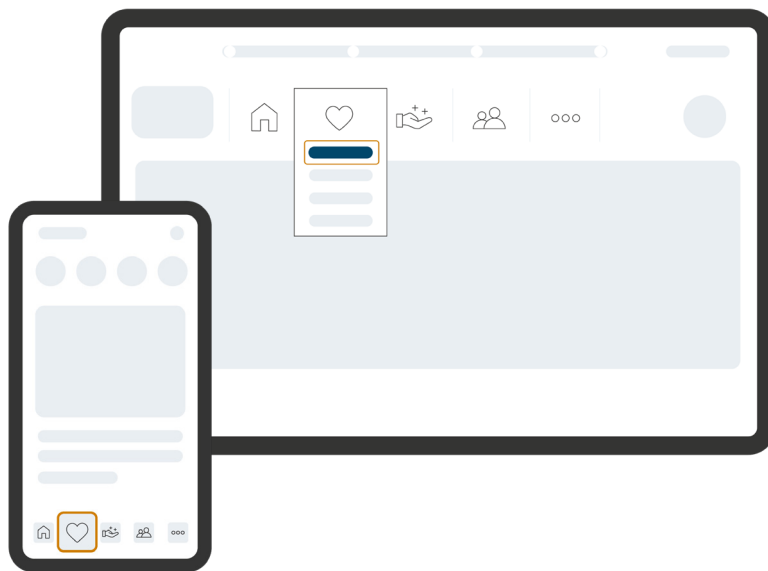
If you're in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who's in the lead. If you're falling behind, put the pedal to the metal and aim for that #1 spot.



Try Journeys®

How to get started:

- **Step 1** Open the Virgin Pulse mobile app or go to the website and find **Journeys** in the **Health** menu.
- **Step 2** Find the Journey that's right for you. If you would like to view all the available Journeys in a topic, click **View All**.
- **Step 3** Click on the Journey you would like to learn more about. Click **Start** to begin your Journey.



Journeys can help you:

- Quit smoking
- Reduce stress
- Strengthen your financial fitness
- Embrace diversity, equity and inclusion
- Cope with grief and loss
- Reduce your alcohol and/or tobacco consumption



Do you have a new health concern that impacts your daily wellbeing? Journeys can help you manage:

- Heart Health
- Lung Health
- Mental Health
- Women's Health
- Back, Muscle & Joint Health